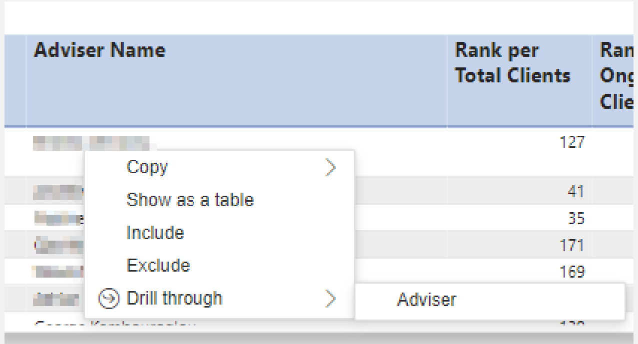
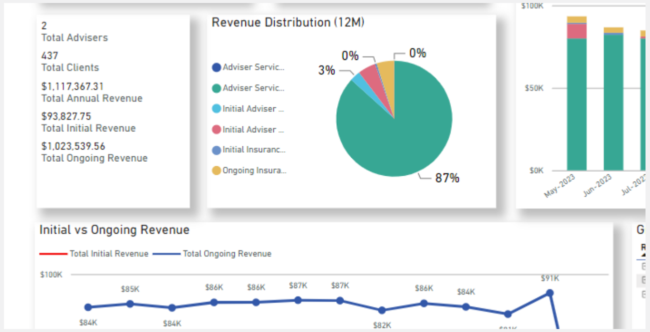
HUBCONNECT

Dashboard guide

13 May 2024

CENTREPOINT ALLIANCE

<table>
<tr><th>Practice information</th><th>Summary</th><th>Additional information</th></tr>
<tr><td>Practice Dashboard</td><td>Summary of Practice information including total numbers of clients, ongoing clients, overall revenue, relative to other advisers in the Practice, Licensee and Centrepoint.</td><td>To view benchmark information on the Rank Details tab >Right click on Adviser name and select Drill through and select Adviser.

</td></tr>
<tr><td>Revenue Trend Analysis</td><td>Summary of Practice revenue – ability to select revenue periods, and types. Includes Financial Year, Year on Year and segmentation breakdown of revenue by initial and ongoing revenue.</td><td>There are 4 tabs available in this dashboard, Summary, Financial Year Comparison, Year on Year Comparison and Revenue by Clients.

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<tr><td>Document Explorer</td><td>List of Key Documents (SoA,RoA, Service Agreement, FDS) and File notes per adviser for past 12 months.</td><td>
<table>
<tr><th>Practice Name</th><th>Adviser Name</th><th>EFDS</th><th>SOA</th><th>SA</th><th>ROA</th></tr>
<tr><td>[illegible]</td><td>[illegible]</td><td>64</td><td>16</td><td>7</td><td>130</td></tr>
<tr><td>[illegible]</td><td>[illegible]</td><td>138</td><td>16</td><td>24</td><td>38</td></tr>
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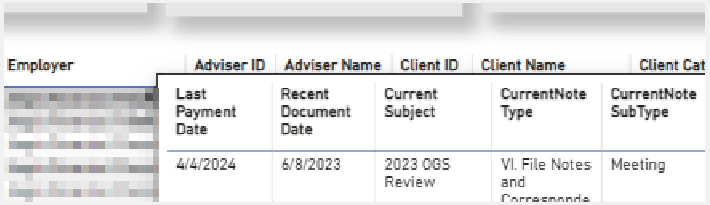
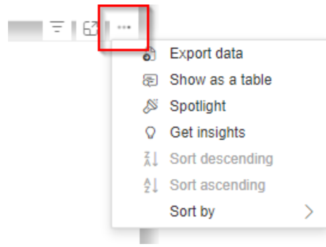
Practice information	Summary	Additional information
Key Risk Indicators		
Aggressive Risk Profile	Dashboard shows risk profile distribution by age.	Alert will highlight if the adviser has more than 30% of clients over age 70 invested in 85% growth risk profile or higher.
Client Adviser Profile	Provides a dashboard breakdown of client type, age distribution, location of clients and service anniversary date.	Details tab provides easy access to view information missing in the system and revenue information per client e.g. comparison of revenue from previous year and last payment date that revenue was received. Data is able to be exported and filtered as required. 
EFDS checks for Practices	Proactively check upcoming FDS and any incomplete or outstanding.	Alert will highlight FDS that are not complete. You can also filter for clients with FDS due, Response Pending and Opt Out. This alert only applies for practices using Ongoing Service Arrangements and FDS.
High execution only	Dashboard execution only/no advice instances compared to advice.	Alert will highlight if more than 20% of documents are execution only over a 6-month period.
Risk profile distributions	Dashboard shows distribution of risk profiles across the client base by adviser.	Alert will highlight if more than 30% of the adviser's client base is invested in the same risk profile.
Service Gaps	Dashboard shows fee paying clients who do not have evidence of service within the service period.	This applies to both Ongoing Service Arrangements and Fixed Term arrangements. Alert will highlight if the file note does not contain evidence of a review meeting, review file note, SoA or RoA within that service period. If you hover over the client in the detail tab, this will show you the documents that have been found in XPLAN. 

Practice information	Summary	Additional information
SMSF Establishment & LRBA	Dashboard shows where there is advice on SMSF, Gearing and LRBA.	Alert will highlight where an SoA is provided, non-insurance revenue is received and advice strategies (Establish a SMSF or LRBA, Lump sum/ Margin Loan investing and Lump sum investing using home equity) are recommended.
Targeting vulnerable clients	Dashboard shows where advice is provided to clients who may be considered vulnerable.	Alert will highlight if the clients are receiving Centrelink benefits or more than 60% of the client base is over age 70.

TIPS FOR INTERACTING WITH THE DASHBOARDS

- Most dashboards have multiple tabs available in the bottom left-hand section of the screen with further reports or data available.
- Charts are dynamic, by clicking on any data point or section of the graph, the data will change and focus on the area clicked.
- By hovering over a graph, three options will appear on the top right-hand corner of the graph. These will allow you to expand the graph by selecting focus mode, or export data or table by selecting the ellipses.



- By clicking on the Favourites star next to the name of the Dashboard, Hub Connect will pin the Dashboard to the top of the list.